

LICENSE INSPECTOR

DISTINGUISHING FEATURES

The fundamental reason the License Inspector exists is to work directly with business owners and managers in the verification of business licenses within the City in the Customer Service Department. This classification is not supervisory. Work is performed under general supervision by the Customer Service Manager.

ESSENTIAL FUNCTIONS

Team player who works effectively with City staff and citizens. Ability to listen and communicate effectively with a diverse group of people.

Operates a vehicle to travel to business locations to verify whether they are licensed to do business within the city limits.

Walks from business-to-business within commercial areas to cover the most businesses possible so that a one-year canvassing cycle can be completed.

Updates city business records concerning business locations and licensing status. Researches records to determine compliance with licensing regulations or to resolve disputes with business owners.

Identifies and contacts businesses that have not obtained proper licensing. Prepares routine correspondence to customers concerning their licensing.

Assists customers in person and on the telephone with license and fee inquiries.

Attends special events during the week and on weekends to qualify businesses for City licensing and collects fees on the spot from event vendors. Ensures monies are returned to department following the event.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

City tax and regulatory codes.

Policies, procedures, and functions of the Tax and License Division.

Canvassing methods and the street layout of the City of Scottsdale.

Ability to:

Have own vehicle for work-related travel.

Work weekends.

Make mathematical calculations and draw logical conclusions.

Locate information in tax and license ordinances.

Read city street maps and understand zoning identification.

Operate a variety of standard office equipment including a computer, a variety of computer software, copy and facsimile machines, telephone, and calculator that require continuous and repetitive arm or hand and eye movement.

Effectively and courteously communicate with the public both verbally and in writing often under stressful circumstances.

Establish and maintain courteous and respectful working relationships with business contacts, co-workers and City staff at all levels.

Work outdoors under all types of weather conditions for long periods of time.
Comprehend and make inferences from written material and verbal and/or written instructions.
Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.
Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a minimum of one year public contact experience resolving various levels of customer concerns and dealing with irate customers using tact and diplomacy. License inspection and compliance experience with another municipality is desirable.

Must have a current, valid Arizona driver's license with no major driving citations in the last 39 months.

FLSA Status: Non-exempt

HR Ordinance Status: Classified